


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent
Information For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filed: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas
December 22, 2005

MAIL STOP RCE
COMMISSIONER FOR PATENTS
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PRELIMINARY AMENDMENTS AND REMARKS

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Final Office Action dated September 22, 2005, having a shortened statutory period set to expire on December 22, 2005. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

No amendments to the Specification are presented in this paper.

Amendments to the Claims begin on page 2 of this paper.

No amendments to the Drawings are presented in this paper.

Remarks begin on page 8 of this paper.